

FIG. 1A

10

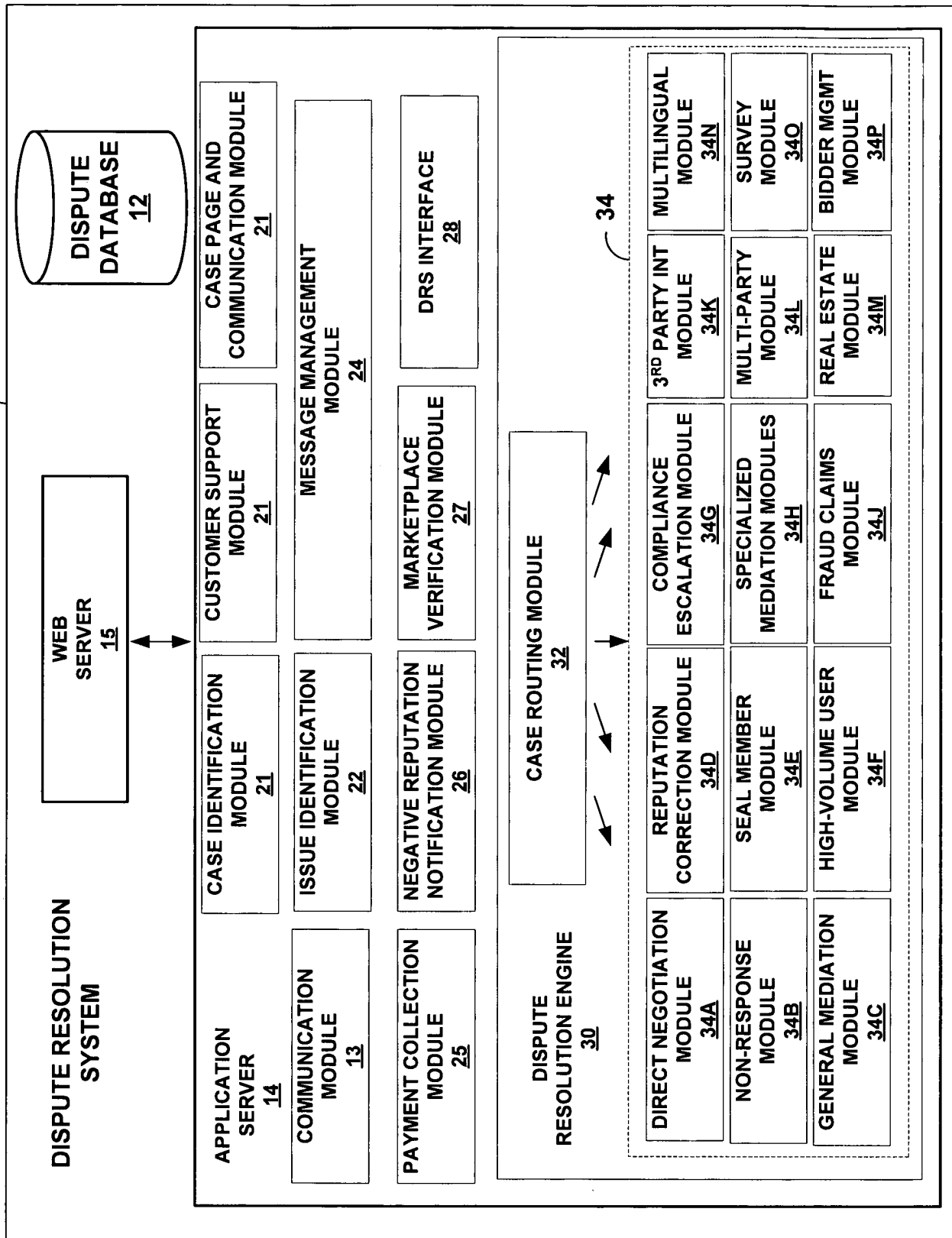


FIG. 1B

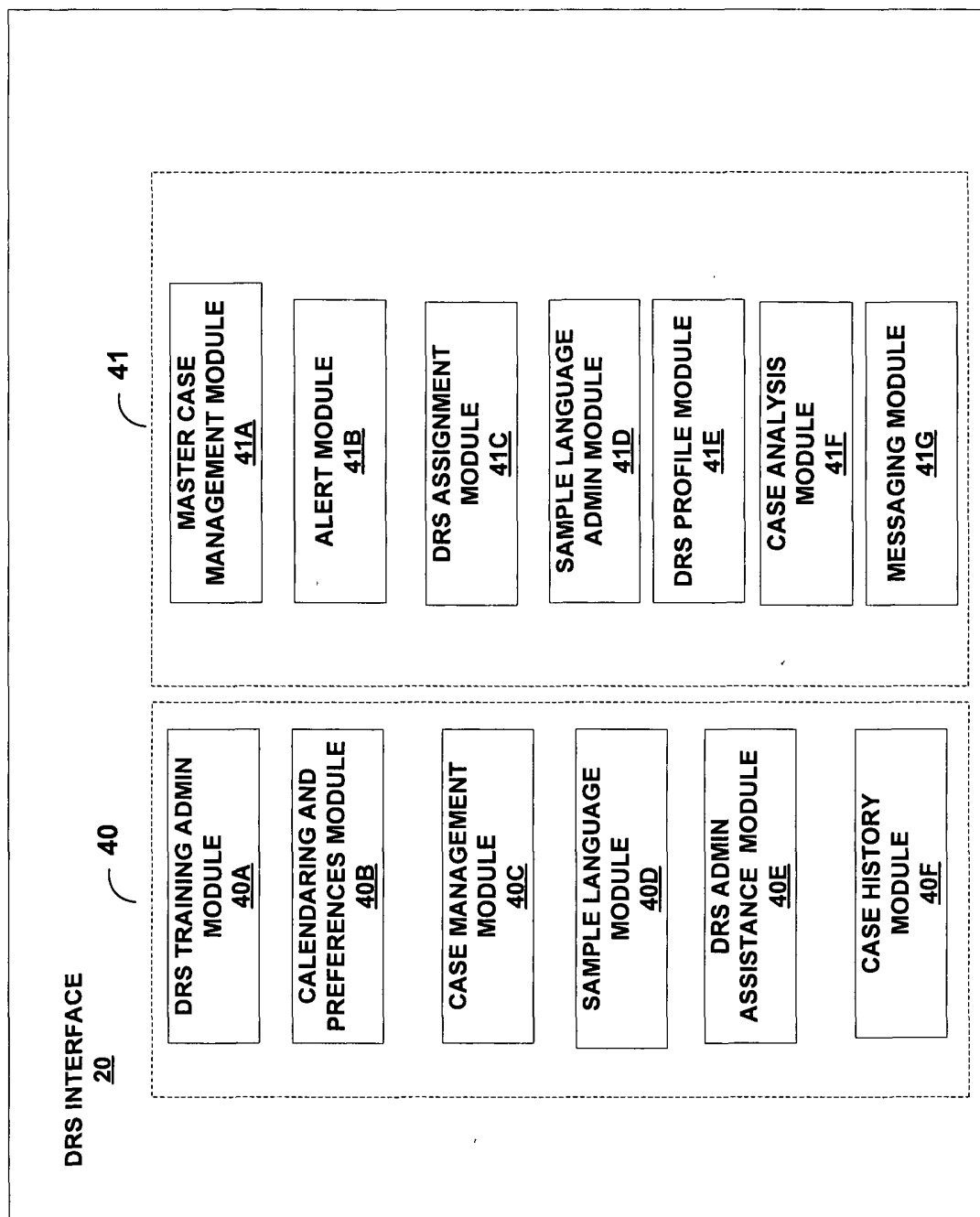
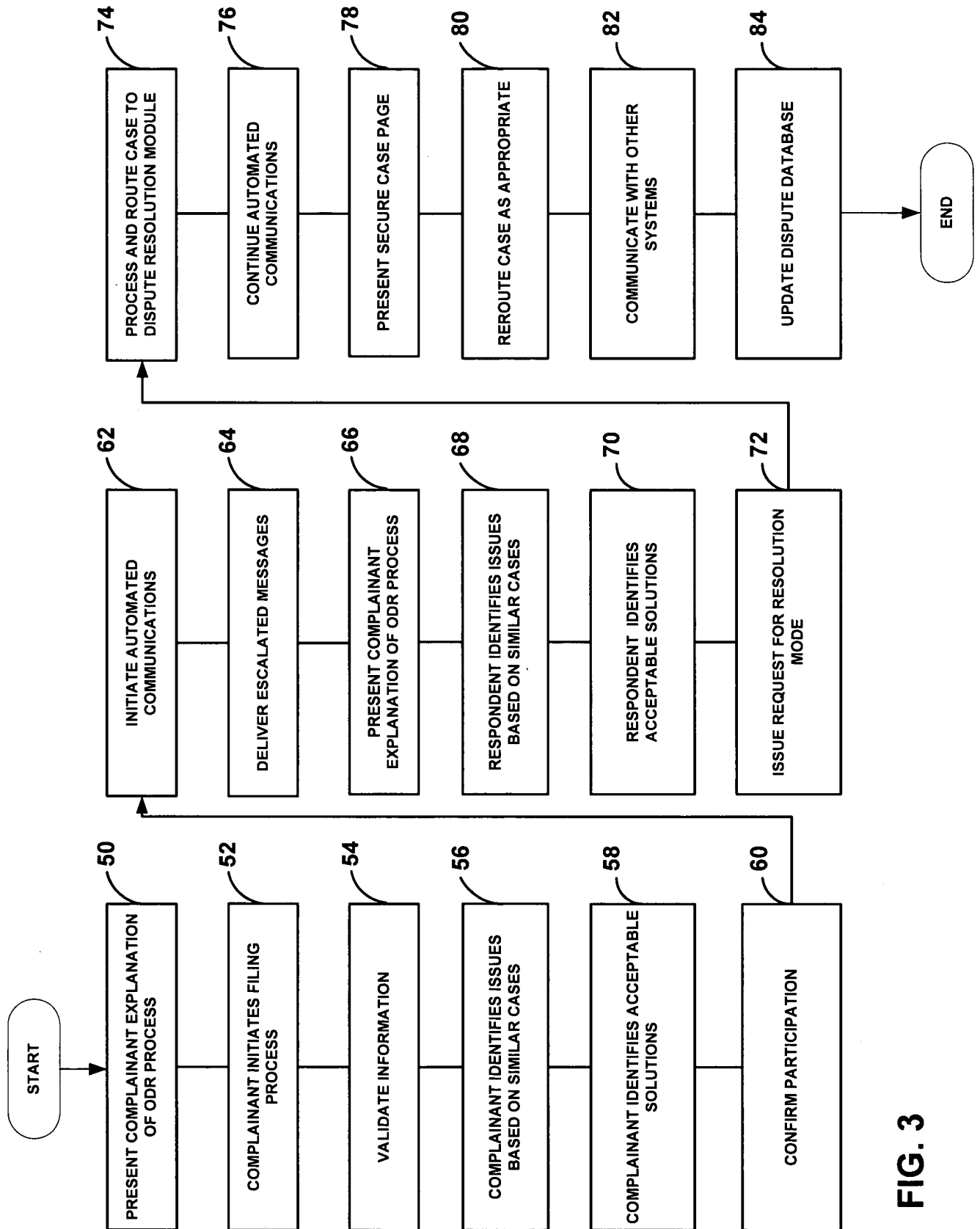


FIG. 2



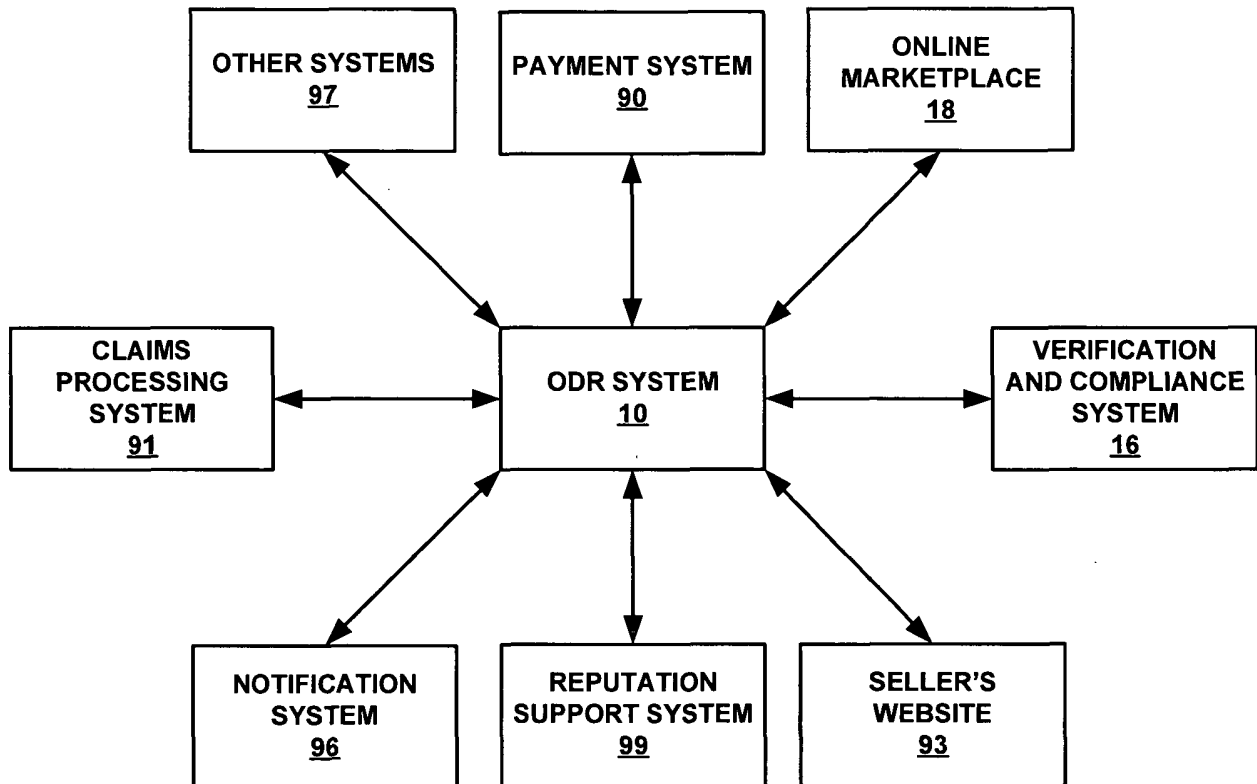


FIG. 4

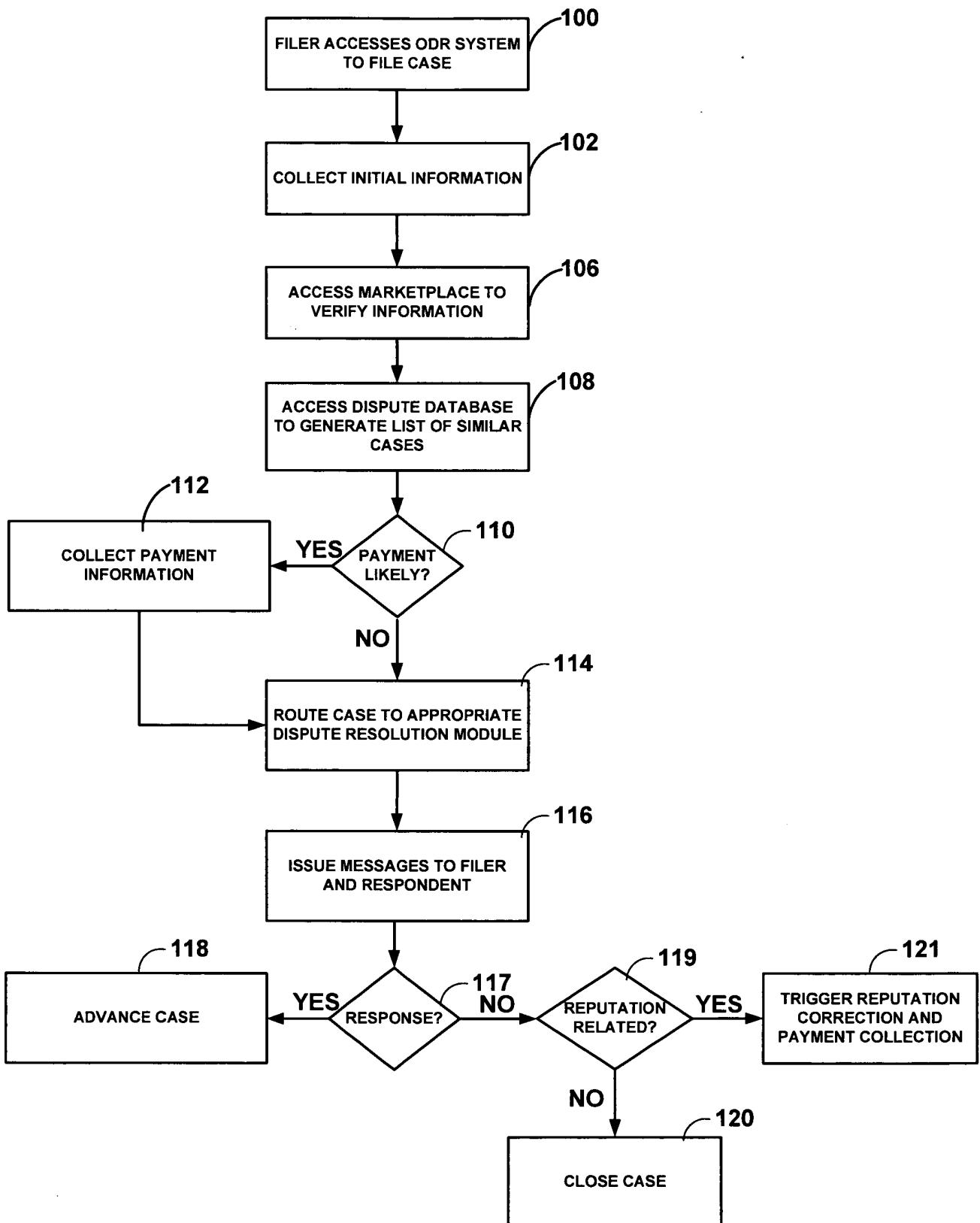


FIG. 5

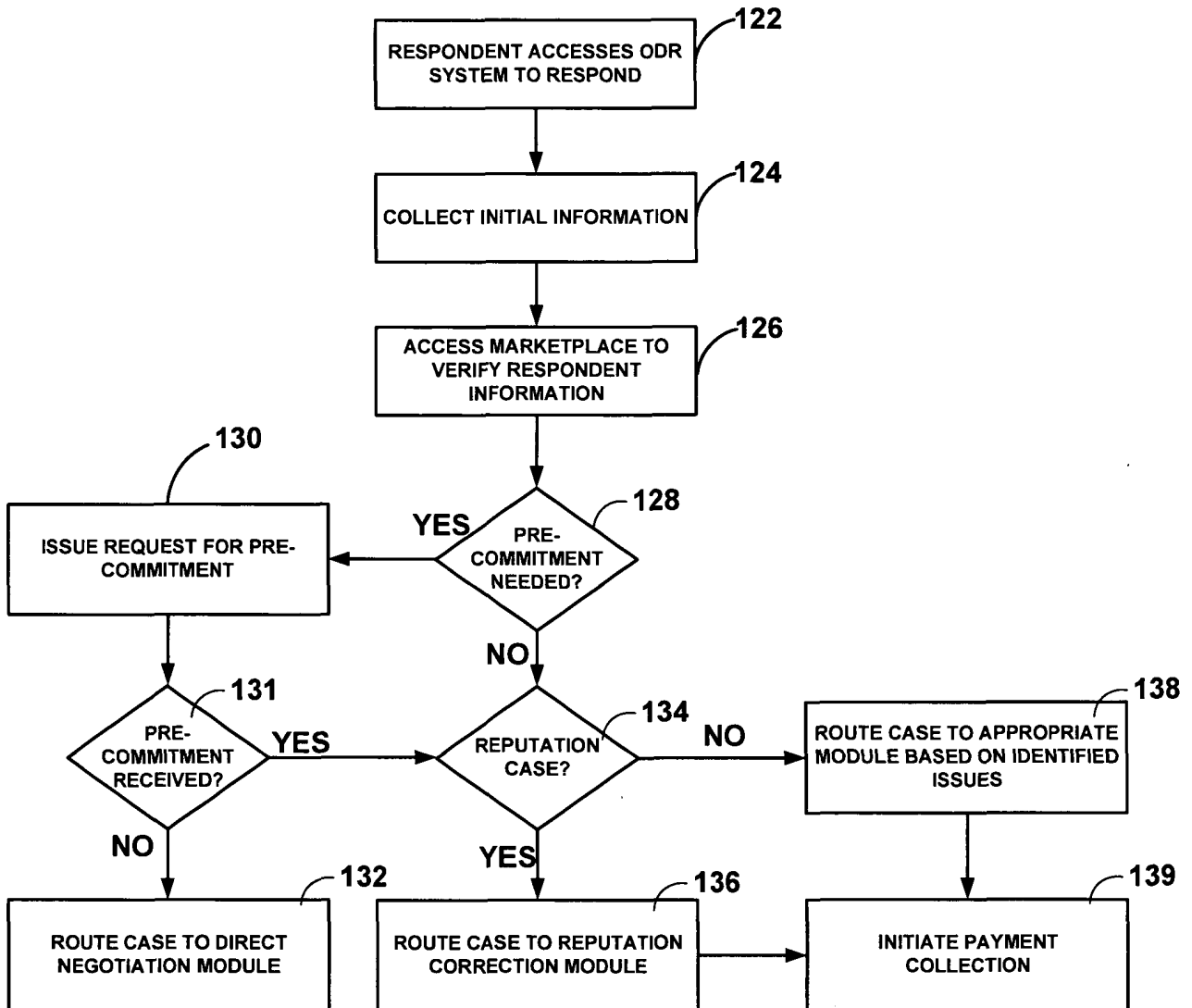


FIG. 6

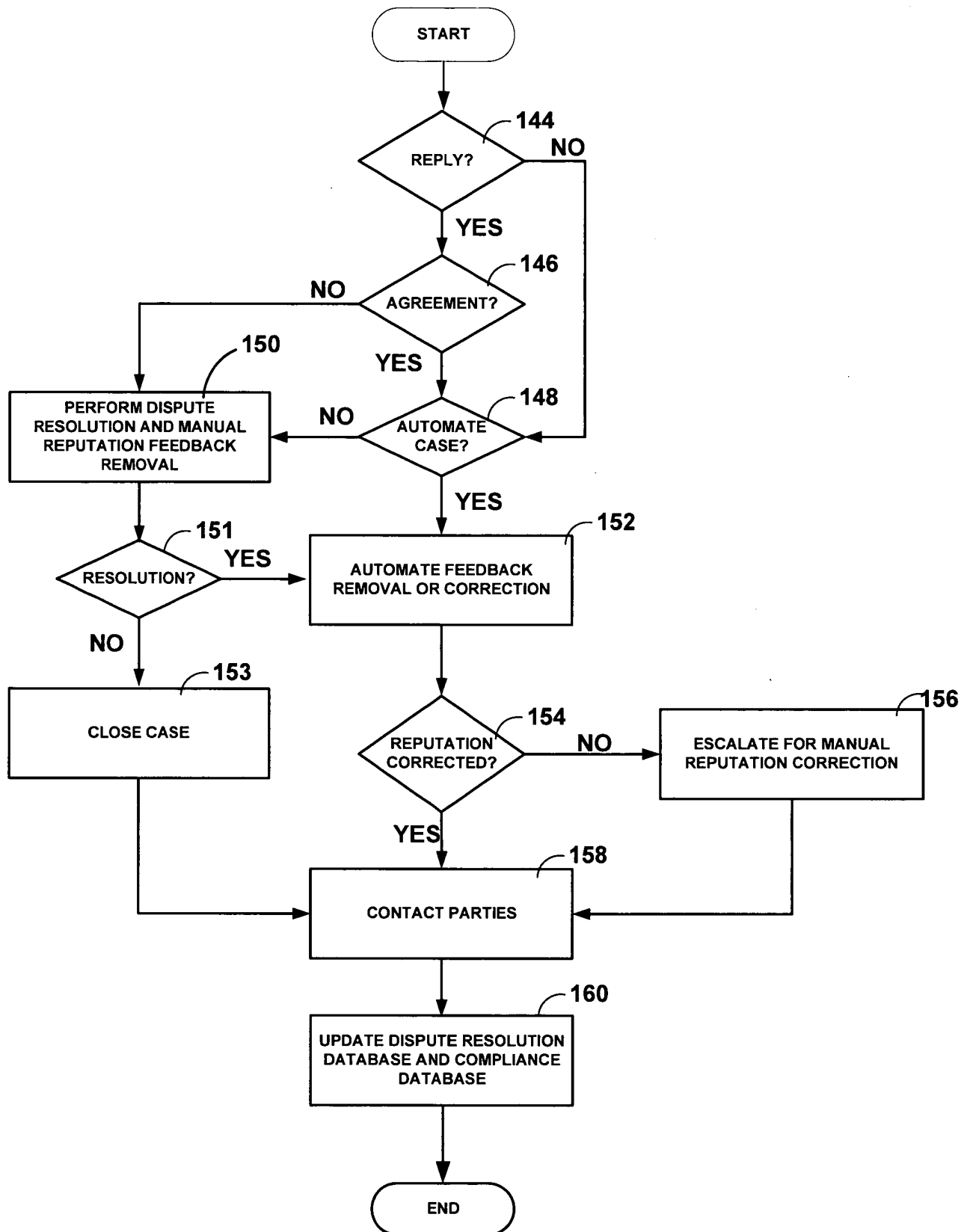


FIG. 7

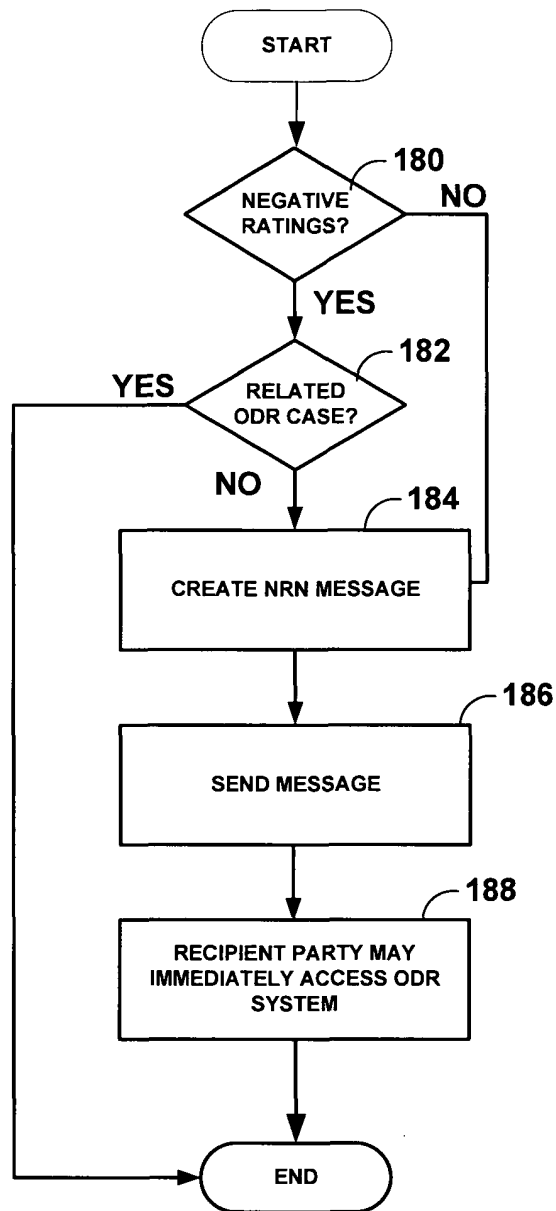


FIG. 8

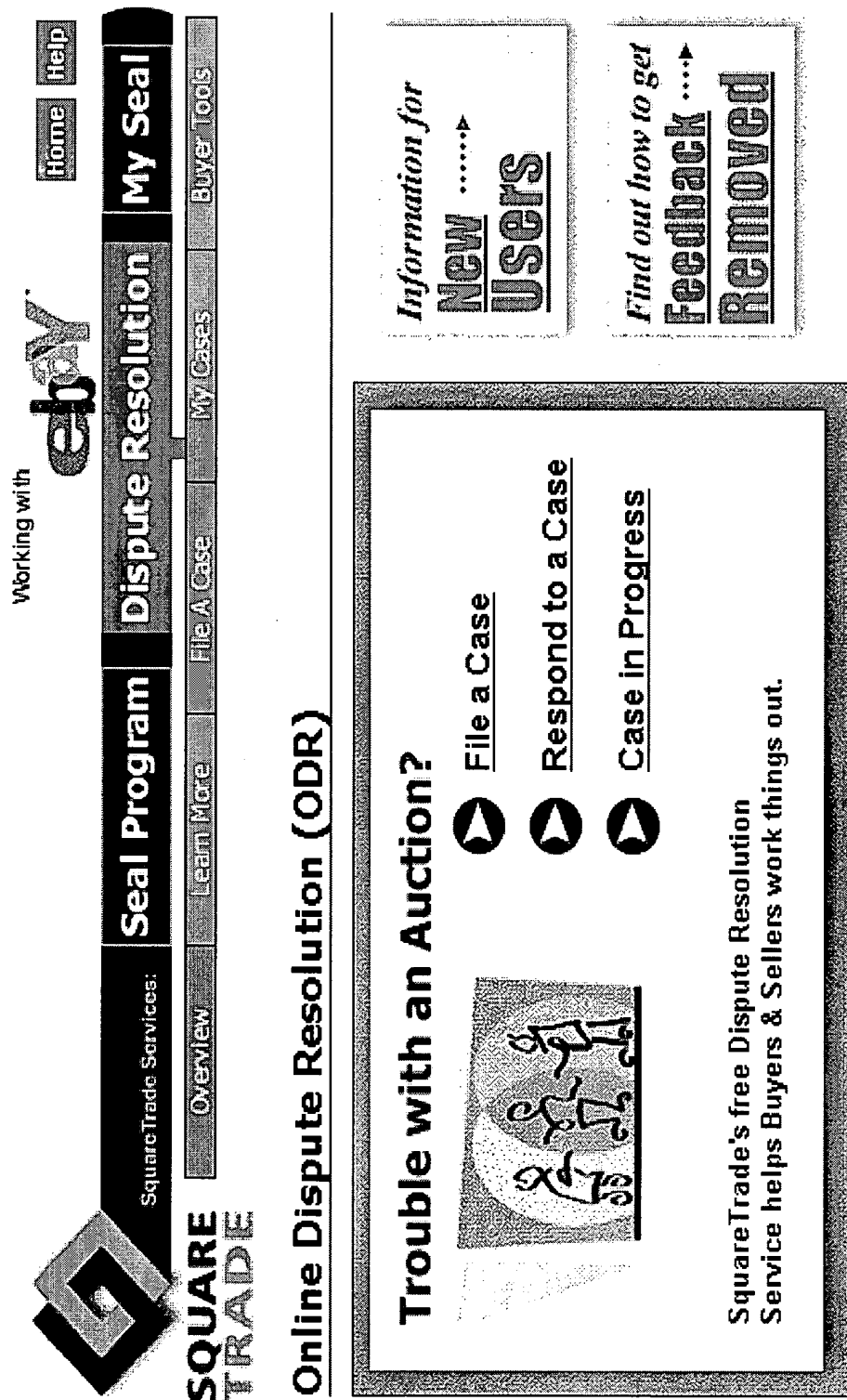



FIG. 9




**SQUARE
TRADE**

SquareTrade Services:

Seal Program

Dispute Resolution

My Seal

Working with 

[Home](#) [Help](#)

Step 1b. The Other Party




The other party:


* Other party's email address:
accutron2002@yahoo.com

* Other party's eBay ID:
accutron2002

This is the contact information eBay has on record for the other party in this transaction. SquareTrade will contact the party only at this email address.

FIG. 11

Working with   

 **SQUARE
TRADE**

SquareTrade Services: **Seal Program** **Dispute Resolution** **My Seal**

Step 1b. The Other Party

There are errors present. Please correct and resubmit the form.

The other party:

* Other party's email address:


* Other party's eBay ID:


The eBay user ID you provided for the respondent does not match the user ID that eBay has on file for the seller in this transaction or the eBay user ID does not match the provided email address above.

FIG. 12

Step 2: Tell Us About the Problem	
Type of problem:	
*(Check all that apply)	
Feedback Related	
<input checked="" type="checkbox"/>	I would like both of our feedback removed.
<input type="checkbox"/>	I would like only the feedback that was left for me removed.
<input type="checkbox"/>	I would like only the feedback that I left for the other party removed.
<input type="checkbox"/>	Negative feedback being threatened.
Merchandise Related	
<input type="checkbox"/>	Payment sent but merchandise not received.
<input checked="" type="checkbox"/>	Damaged merchandise.
<input type="checkbox"/>	Incomplete merchandise.
<input type="checkbox"/>	Received merchandise late.
<input type="checkbox"/>	Merchandise different than described.
Payment Related	
<input type="checkbox"/>	Returned the merchandise but no refund received.
<input type="checkbox"/>	Shipping cost discrepancy.
Other Issues	
<input type="checkbox"/>	Bid shilling.
<input type="checkbox"/>	No response to my messages.
<input type="checkbox"/>	Highest bid not being honored.
<input type="checkbox"/>	Other. Please enter additional details.
<small>(This box is limited to 1,000 characters-you will have more opportunity later to provide more details to the other party or a Mediator.)</small>	
Providing any further details about the problem:	
Further Details:	

FIG. 13

Working with  [Home](#) [Help](#)

 **SQUARE**
TRADE

SquareTrade Services: [Seal Program](#) [Dispute Resolution](#) [My Seal](#)

Step 2B: Confirm Problem Details

Please review and confirm the following information.
To make a change, [click here](#) to return to the previous page.

[Confirm](#)

Problem types:

- I would like both of our feedback removed.
- Damaged merchandise.

FIG. 14

Step 3: Identify Potential Solutions

You have stated the problems listed below:

* What would you consider as a potential resolution or settlement for these problems?
Check all that you would be willing to consider as a resolution. This information will be seen by the other party.

I would like both of our feedback removed.

- ☐ The other party already agreed to this removal and there is nothing else remaining to occur.
☒ We have agreed to the removal but we are still finalizing the completion of our agreement.
☐ The other party has not yet agreed to the removal but I would like to discuss how to resolve this.
☐ Other. Please enter additional details.

Damaged merchandise.

- ☐ I would be willing to accept a full or partial refund. Please enter the amount. \$
☐ I would like the other party's help to file a shipping insurance claim if possible.
☐ I would like to return the item and I will pay for return shipping.
☒ I would like to return the item and have the other party pay for return shipping.
☐ I would like to exchange the item for another one and would like the other party to pay for the return shipping.
☐ I would like to exchange the item for another one and I will pay for return shipping.
☐ Other. Please enter additional details.

FIG. 15

Finish Filing Your Case

NOTE: Your case is NOT considered filed until you make a choice on this page.

Start the feedback removal process NOW

☒ Use this credit card

Note: All fields are required unless noted

First Name on credit card	Last Name on credit card		
Address on card	Address (line 2 - optional)		
City	State / Province	Alabama	
Zip / Postal Code	Country		
Please choose			
Card Type	Credit Card Number	Expiration (MM/YY)	01 2003
Visa			

C. I'd like to file a case, but don't want my negative feedback removed.

SUBMIT

IMPORTANT!
eBay Feedback Removal

eBay's policy allows negative feedback removal through SquareTrade.

There is a \$20 fee for this service. SquareTrade cannot assist in feedback removal otherwise.

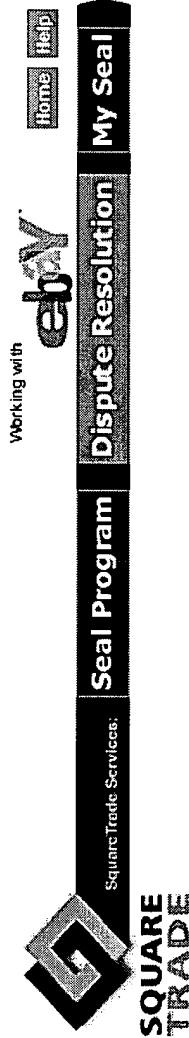
eBay feedback removal policy

Your credit card will not be charged if the other party refuses to participate and closes the case.

When is negative feedback removed?

Your feedback can be removed in the following circumstances:
 -- The other party agrees to have feedback removed in mediation or to discuss it further. Your credit card will be charged when the other party responds.

FIG. 16



Your case has been filed!

What happens next?

1. The other party has been notified that you filed this case.
2. You will receive an e-mail when we hear from them, or in 7 days if they haven't responded.

Find eBay sellers you can trust.

Look for Sellers displaying the SquareTrade Seal - they're committed to resolving issues quickly - before they turn into reckless negative feedback.

- ★ Purchases made from Seal Members may be covered by SquareTrade's **Fraud Protection Program**.
- ★ Members are committed to **always participating** in SquareTrade's Mediation Service.
- ★ And because you've participated in dispute resolution, you'll receive \$5 off your next purchase from a SquareTrade Seal Member with our Rebate Program.



Related Information

- Key Timeframe >
 - Most parties usually respond within 14 days.
 - Direct Negotiation lasts 30 days unless you extend it.
- Getting a response >
 - What happens if I don't get a response?
- Requesting a Mediator >
 - How and when can I get the help of a mediator?
- eBay Feedback removal >
 - Learn more about eBay's requirements for feedback removal
- Adding case information >
 - How do I add more details to the problem?

Tools and Information for Buyers

FIG. 17

****AUTOMATIC NOTIFICATION: DO NOT REPLY TO THIS EMAIL****

eBay Item Number: 3517151401
SquareTrade Case ID: 560504063

Hello Mr. abernethy,

Thank you for contacting SquareTrade about your case and prepaying for mediation services. We have not yet charged your card - we will provide you with a separate notice when we do so.

We are now notifying the seller about your case filing and have asked for a response.

What happens next with my case?

We will send you a status email in 4 days or will notify you sooner if the other party responds.

If you do not want to use SquareTrade, please close the case.

What happens if the other party doesn't respond?

We will continue to notify the other party about your case. The other party will have 14 days to respond.

If the other party has not responded by then, the credit card that you provided during filing will be charged and SquareTrade will review your case for feedback removal under eBay's nonresponse feedback removal policy.

Please note that this service is only available for feedback comments which were left less than 90 days prior to your filing this case.

What happens if the other party is a SquareTrade Seal Member?

We do require SquareTrade Seal Members to reply to cases in a timely fashion, and our compliance department will investigate this case if the Seal Member fails to do so.

Thanks again for entrusting your situation to SquareTrade.

FIG. 18

****AUTOMATIC NOTIFICATION: CLICK BELOW TO REPLY****

eBay Item Number: 3517151401
SquareTrade Case ID: 560504063
Merchandise Description: Video Movie Guide, 1995 Paperback

Hello,

SquareTrade was recently contacted by steve abernethy (eBay User ID: sfminicooper) regarding the above item. steve reported the following problem:

- I would like both of our feedback removed.
- Damaged merchandise.

Please click on the link below to learn how you can resolve the issue.

[Click here to respond](#)

If you do not want to use SquareTrade, please [close the case](#).

Why Respond?

- **It is FREE:** The SquareTrade service is a free way for you to resolve issues. There is no cost or obligation if you respond to this problem using our system.
- **Negative Feedback Removal:** SquareTrade offers an opportunity to remove negative feedback to help buyers and sellers protect their reputations. If you do not respond to this case the other party may be able to have their feedback removed anyway.
- **Tell your side of the story:** We currently only have the information provided by the buyer. It's important that you share your point of view.
- **It is fast:** On average, it takes 15 minutes to respond, and most disputes are resolved in under 7 days.

Who is SquareTrade?

SquareTrade is eBay's preferred Dispute Resolution provider. We resolve thousands of disputes each month from eBay and other marketplaces. [Click here](#) to learn more about SquareTrade.

FIG. 19

Respond to the Problem

Step 1 - Read about the problem:

Filer: **Mr. Ahmed Khaishgi**

Email (confirm): **ahmed@squaretrade.com**

eBay ID: **akhaishgi**

Item Description: **Chainsaw Carved Lil' Baby Bear Carving!!**

Trans. ID No: **2121157186**

Date of purchase: **Jun 17, 2002**

Amount paid: **US Dollars 200.00**


Form of payment: **check**

You can respond in 3 quick steps.

This process normally takes 5 minutes to complete and is completely confidential.

Common Concerns

All your information is completely confidential as per SquareTrade's Privacy Policy.

We are independent, neutral, and Working with 

SquareTrade handles about 10,000 cases a month for eBay and other marketplaces.

SquareTrade can help get your feedback removed. [Learn more >](#)

There is no cost to you to respond or participate in this process. The Case Filer pays all fees. Responding does not alter your legal right or obligate you in any way.

Step 2 - Tell your side of the story:

* (Check all that apply)

Negative or neutral feedback was posted about me.

☐ I mistakenly posted negative feedback.

Mr. Ahmed Khaishgi claims the following problems:

Negative or neutral feedback was posted about me.

Damaged merchandise.

Incomplete merchandise.

No response to my messages.

Mr. Ahmed Khaishgi stated that:

- The filer stated that the item was covered by shipping insurance.

FIG. 20

way.

Our User Agreement does not bind you to any solution to this problem.
[Learn more >](#)

Negative or neutral feedback was posted about me.

☐ I mistakenly posted negative feedback.

☐ The feedback reflects my concerns about the transaction.

☐ Other. Please enter additional details.

Damaged merchandise.

☐ Merchandise was not damaged when I sent it.

☐ I am not sure about the problem, but I insured the merchandise, so all losses may be covered.

☐ Other. Please enter additional details.

Incomplete merchandise.

☐ Merchandise was not incomplete when I sent it.

☐ I am not sure about the problem, but I insured the merchandise, so all losses may be covered.

☐ Other. Please enter additional details.

No response to my messages.

☐ I am sorry I have been difficult to reach. I will complete the transaction.

☐ I do not plan to complete the transaction.

☐ Other. Please enter additional details.

FIG. 21

Step 3: What potential solutions would you consider?

* Check all that apply
The ★ indicates solutions requested by the filer.

Negative or neutral feedback was posted about me.

☐ ★ I would agree to removing the feedback.
☐ Other. Please enter additional details.

☐

Damaged merchandise.

☐ I am willing to give a full or partial refund. Please enter the amount. \$

☐ ★ I would be willing to help file a shipping insurance claim.
☐ ★ I would be willing to accept the returned item if the filer pays return shipping.
☐ I would be willing to accept the returned item and I am willing to pay for return shipping.
☐ I would be willing to exchange the item and I am willing to pay for return shipping.
☐ I am willing to exchange the item for another one if the filer pays return shipping.
☐ Other. Please enter additional details.

☐

Incomplete merchandise.

☐ I am willing to give a full or partial refund. Please enter the amount. \$

☐

FIG. 22

Dear Mr. Khaishgi,

We have received a response to your case from the other party (email address: vince@squaretrade.com.)

NEXT STEPS

If you seek Feedback Removal

In order to have feedback removed, eBay requires that you and the other party must agree to the removal in a settlement agreement that is facilitated by a SquareTrade Mediator. There is no mediator presently assigned to your case. SquareTrade can provide a professional mediator for \$20 (eBay subsidizes the remainder of the professional fees).

A Mediator will only be helpful for feedback removal if you think you and the other party will be able to negotiate and agree to the removal.

To request a mediator, login to your case page and click on "Bring in a SquareTrade Mediator." See our [Mediation FAQ](#) for more information.

If you don't need feedback removal or are not yet sure about whether to use a Mediator

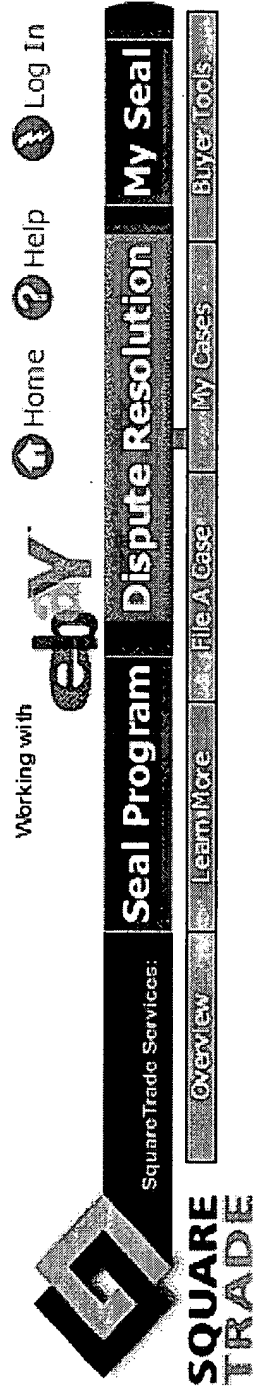
You may use SquareTrade's Free online Direct Negotiation system to communicate with to resolve issues in dispute. You can request a mediator at any time during Direct Negotiation.

Features of our Direct Negotiation system:

- Free to use
- A Centralized record of your messages
- Direct Negotiation lasts for 30 days unless you both agree to close the case.

You can [login to your case page](#) and use Direct Negotiation at any time.

FIG. 23



ODR Current User Log In


If you are involved in a case or have previously been involved in a case, please log in.

Email Address:

ODR Password:

[Help! I forgot my ODR password](#)

FIG. 24




Home
 Help
 Log Out

Overview
 Dispute Resolution
 My Seal
 My Cases
 Buy Tools

SquareTrade Case Page

You are using SquareTrade's Direct Negotiation tool to discuss issues and possible solutions.

What would you like to do next?



Bring in a SquareTrade Mediator. [Click Here](#)

[Close Case](#) if you and the other party have reached a resolution.

[Click here](#) to extend your case in Direct Negotiation for 60 days.

Case Number:
1967867972

Order Number:
m2345


Case filed on:
Wednesday, August 14, 2002

Filer:
john doe <steve@squaretrade.com>
buyer

Respondent:
Mae Martin <steve@transecure.com>
seller

Description of Services:
Hired to move me from philadelphia to NYC. The providers were both late, and damaged two antique couches

FIG. 25



Square Trade Services:
**SQUARE
TRADE**

[Home](#) [Help](#) [Log In](#)

[Seal Program](#) [Dispute Resolution](#) [My Seal](#)

[Overview](#) [Learn More](#) [File A Case](#) [My Cases](#) [Prevent Disputes](#)

Direct Negotiation
Welcome ACME, Inc.

You may communicate with Stephanie Brugler by entering a message below.

Please enter your message in 4,500 characters or less.

0

Characters remaining.

postmessage

Please keep in mind that all communications in this process are confidential. Please refer to the [User Confidentiality Agreement](#) for details.

Sender	Date	Message
mae@yahoo.com	Mon, Dec 11, 2000 4:08 PM	To the best of my knowledge, there was nothing wrong with the chair when I sold it to Stephanie. I understand now that the chair probably smelled when I sent it, however, I was unaware of this problem and did not knowingly sell a musty chair. When something is sold "as is," the buyer is taking a risk on what is received. Unfortunately I really don't feel that there is anything I can do for Stephanie. I understand that the chair was sold "as is," but I believe that the seller should have let me know if there was anything unusual (like a musty smell) about the chair. I asked this question prior to placing my bid and she said there wasn't anything unusual about the chair's condition.
stephanie@hotmail.com	Mon, Dec 11, 2000 3:57 PM	


[back to the Case Page](#)

FIG. 26

Case #: 1056519959	
Merchandise:	
Value: \$600000	
Send a message to:	
<input checked="" type="radio"/> Case Filer: Taber Reiner (<i>buyer</i>)	<input type="radio"/> respondent: Suman Dutta (<i>seller</i>)
<input checked="" type="radio"/> Both Parties	<input type="radio"/> Private Note to Yourself
<input type="checkbox"/> Send response reminders?	
Please enter it in the area below. Please note that your response must be less than 4500 characters in length.	
<div>Dear Ms. Reiner and Mr. Dutta - My name is Mark Eckstein and I am the SquareTrade mediator who has been assigned to assist you with</div>	
<div>4362 Characters remaining.</div> <div>>>Send Message</div>	

[Resources](#)
[Training](#)
[My Profile](#)
[Change Password](#)
[Parties View](#)
[ST Home](#)
[The Seal](#)
[DDR](#)
[Users FAQ](#)
[Knowledge Center](#)
[About Us](#)
[Partners](#)

FIG. 27



**SQUARE
TRADE**

SquareTrade Services:

Seal Program

Overview Learn More

Dispute Resolution

File A Case My Cases

My Seal

Prevent Disputes

There have been previous proposed resolutions in this case. [Click here to view the resolution history.](#)

The following proposed resolution is awaiting your review:

This settlement agreement, agreed to on July 30, 2001, between Taber Reiner and Suman Dutta, is intended to eliminate any obligations between the parties regarding any disputes between the parties arising from kljagih sdlsdfih sadlkf sdjhilhgja saklfhjijhij aishhhgds ldsflkdasf.....

Please state whether you accept this resolution. If you and the other party both accept it, it will be a binding agreement. Type your name into the text field that corresponds to your choice. If you represent another entity please add "on behalf of" and indicate who you represent.

☒ Taber Reiner

☐ accept this agreement on July 27, 2001 at 12:47:59 Pacific Time.

☐ Taber Reiner

☐ choose to continue mediation on July 27, 2001 at 12:47:59 Pacific Time.

If you choose to continue mediation, please explain why below. The information will be sent to your mediator for response.

FIG. 28

Home


Help

SquareTrade Services:

Seal Program

Dispute Resolution

My Seal



SQUARE

TRADE

File A Case

Welcome!

Thank you for your interest in SquareTrade's Online Dispute Resolution Service, designed to help buyers and sellers resolve issues with online transactions and build trust.

Over 80% of buyers and sellers who have completed SquareTrade's Online Dispute Resolution Service said they would use the service again. The case filing process should take 10 minutes.

Where did the transaction take place?


eLance

Next

FIG. 29


Type of problem:
* (check all that apply)
Feedback Related <input checked="" type="checkbox"/> I would like both of our feedback removed. <input type="checkbox"/> I would like only the feedback that was left for me removed. <input type="checkbox"/> I would like only the feedback that I left for the other party removed. <input type="checkbox"/> Negative feedback being threatened.
Merchandise Related <input type="checkbox"/> Payment sent but merchandise not received. <input checked="" type="checkbox"/> Damaged merchandise. <input type="checkbox"/> Incomplete merchandise. <input type="checkbox"/> Received merchandise late. <input type="checkbox"/> Merchandise different than described.
Payment Related <input type="checkbox"/> Returned the merchandise but no refund received. <input type="checkbox"/> Shipping cost discrepancy.
Other Issues <input type="checkbox"/> Bid shilling. <input type="checkbox"/> No response to my messages. <input type="checkbox"/> Highest bid not being honored. <input type="checkbox"/> Other. Please enter additional details.

FIG. 30



**SQUARE
TRADE**

California Association of REALTORS®



Home Help

Seal Program

Dispute Resolution

My Seal

SquareTrade Services:

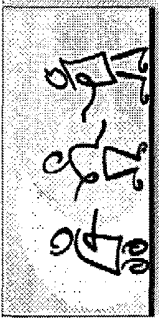
**SquareTrade Mediation & Arbitration
for Real Estate Disputes**

REALTORS®


REALTOR®

If you are a REALTOR® with a dispute
[Enter here](#)

BUYER and SELLER



If you are a Buyer or Seller with a dispute
[Enter here](#)





CALIFORNIA
ASSOCIATION
OF REALTORS®

"SquareTrade provides high quality, low cost, easy access to professional mediation services, for resolving real estate disputes in California."

Robert Bailey - President, California Association of REALTORS®

FIG. 31

SQUARE
TRADE
 SquareTrade Services:

Overview | Seal Program | Dispute Resolution | My Seal

Home | Help

File A Case | Respond to a Case | Mediators

Overview of REALTOR® Mediation

The California Association of REALTORS® has selected SquareTrade for their Members to use as a time efficient, cost effective way to resolve disputes under Article 17 in the REALTORS® Code of Ethics.

C.A.R. recommends that you try mediation before arbitration.

REALTOR - REALTOR Mediation

File A Case

Respond To A Case

If you are a real estate Buyer or Seller, [click here](#).

Mediation preserves your business relationship

- Maintains your reputation
- Ensures Confidentiality
- You have control over the outcome

Need Help: Call 1-800-686-6007, we will be happy to assist you.

Learn More

Common Questions

[What is Mediation?](#)
[How does SquareTrade mediation work?](#)
[How much does it cost?](#)
[Benefits of SquareTrade Mediation?](#)
[Take a quick tour of Dispute Resolution.](#)

FIG. 32

Mediation Request - Page 1 of 3 - Your contact information

Need help filing this form? Call SquareTrade at 1-800-686-6007

Tell us about yourself:		* Required fields	
* Title:	<input type="text" value="Mr."/>	* First name:	<input type="text" value="Steven"/>
* Your Email Address:	<input type="text" value="steve@transecure.com"/>		
* Telephone Number (daytime):	<input type="text" value="415-541-1000"/>	Ext.:	<input type="text" value=""/>
* Mailing Address: (first line):	<input type="text" value="50 First Street"/>		
* City:	<input type="text" value="San Francisco"/>		
* Name of your Local Association of REALTORS®			
<input type="text" value="San Francisco Association of REALTORS"/>			
* Last name:	<input type="text" value="Abernethy"/>		
* Confirm your Email:	<input type="text" value="steve@transecure.com"/>		
* Firm:	<input type="text" value="Abernethy Realty"/>		
* Mailing Address: (second line):	<input type="text" value="Suite 600"/>		
* State:	<input type="text" value="CA"/>	* Zip Code:	<input type="text" value="94105"/>
I am a: (check all that apply)			
<input checked="" type="checkbox"/> Member of the Association of REALTORS			
<input checked="" type="checkbox"/> Participant/subscriber of the Association's MLS			
Tell us about your Designated REALTOR® ("DR") or responsible broker: Unless this dispute is			

FIG. 33

Tell us about your Designated REALTOR® ("DR") or responsible broker: Unless this dispute is between members of the same office, the designated REALTOR® or responsible broker at the time this dispute occurred must be included in the mediation.	
Check here if you are the Designated REALTOR® or responsible broker	
<input type="radio"/> yes (If yes, you do not have to provide the information below)	
<input type="radio"/> no	
Title: <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr.	First name: <input type="text"/>
Last name: <input type="text"/>	
Email Address: <input type="text"/>	Confirm Email: <input type="text"/>

Do you have a lawyer?	
Check here if you are represented by a lawyer	
<input type="radio"/> yes (all fields below required)	
<input type="radio"/> no	
Title: <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr.	First name: <input type="text"/>
Last name: <input type="text"/>	
Email Address: <input type="text"/>	Confirm Email: <input type="text"/>

FIG. 34

Mediation Request - Page 2 of 3 - The Other Party

Need help filing this form? Call SquareTrade at 1-800-686-6007

Who is the other party?		* Required fields	
* Title:	* First name:	* Last name:	* Confirm Email:
Ms. <input type="checkbox"/>	Taber	Reiner	taber@transecure.com
* Email Address:	* Telephone Number (payline):	* Firm:	
taber@transecure.com	650-345-6789	Frank Howard and Arnolc	
* Mailing Address (first line):	* City:	* State:	* Zip Code:
45 Mill Valley Road	San Mateo	CA	93222
* Name of other party's Local Association of REALTORS®:	Other party is a (check all that apply):		
San Mateo County Assoc	<input type="checkbox"/> Member of the Association of REALTORS		
	<input checked="" type="checkbox"/> Participant/subscriber of the Association's MLS		

The other party's Designated REALTOR® ("DR") responsible broker:	
Check here if you want (this mediation to also include another Designated REALTOR® or responsible broker for the other party)	
<input type="radio"/> yes (all fields below required)	
<input checked="" type="radio"/> no	
* Title:	* First name:
Mr. <input type="checkbox"/>	Mason
* Last name:	* Confirm Email:
Umbriac	mason@transecure.com

FIG. 35

Mediation Request - Page 3 of 3 - The Issue
Need help filing this form? Call SquareTrade at 1-800-686-6007

Describe the dispute: * Required fields

* Property Address: (first line)
100 Market St

* City
San Francisco

* Purchase Price in contract
500,000.00

Property Address: (second line)

* State
CA

* Zip Code
94105

Close of Escrow Date: (past or future OK)
04 01 20 02

* What is the complaint about?

☒ Commission fee in the amount of \$ 30,000.00

☐ Check here if this dispute includes other issues. If so, please describe them in the box below.

Further details about the problem:
(Please note - this box is limited to 1,000 characters - you will be able to provide more details to your Mediator when mediation begins)

736 Characters remaining.

I had met the buyer at a social function and had told him about the property and that I could show it to him. He agreed. However, I had to travel out of town on an

FIG. 36

Tell us about the status of the dispute:

Status of any arbitration complaint

☒ I did not file an arbitration complaint yet.
☐ I filed an arbitration complaint already with my Local Association (named above)
☐ I filed an inter-board arbitration complaint already with C.A.R.

☒ Check here if you want us to notify your Local Association and/or C.A.R. that you have filed a Mediation Request.
 If you already filed an arbitration complaint, our notice will let the association know that they should pause the arbitration process while you try to resolve this dispute.
 If you have not yet filed an arbitration complaint, our notice will let the association know that the 180 day deadline for you to file a complaint will be stopped while you are trying to mediate this dispute.

Have you and the other party already agreed to mediate (select one)

☒ Yes
☐ No, not yet

Please provide details of any previous discussions about settlement or mediation:

(Please note - this box is limited to 1,000 characters - you will be able to provide more details to your Mediator when mediation begins)



925 Characters remaining

Ms. Reiner agreed to mediate via our telephone conversation on March 25th.

You Request a Mediator from one of the following Panels ([Learn more about your panel options](#)):

☐ SquareTrade's Real Estate Panel
☐ Volunteer Association Panel

FIG. 37



**SQUARE
TRADE**

CALIFORNIA
ASSOCIATION
OF REALTORS®

Building Trust in Transactions

Dear Steven,

This email is to confirm that we received your online **Mediation Request** concerning 100 Market St. A copy of your submission is below.

Next steps:

- Mr. Steven Abernethy must print, sign and fax SquareTrade's Agreement to Mediate to us at (425) 930-7419.
- We will send you a separate email you when we have received the above documents.
- We will try to contact the other party and see if they are interested in mediating your complaint. We will contact you within the next 2 business days to let you know the status of our efforts.

If you have any questions, please write me at RealEstate@squaretrade.com, visit our Frequently Asked Questions, or call me at 1.800.686.6007 (Monday-Friday 9am-7pm PST).

Sincerely,

Colin Schlitt
Case Administrator, SquareTrade

FIG. 38

From: Real Estate Mediation [mailto:realestate@squaretrade.com]
Sent: Monday, April 08, 2002 8:00 PM
To: taber@transecure.com
Cc: Mae@transecure.com
Subject: 100 Market St - MEDIATION REQUEST



Dear Ms. Taber Reiner,

We are writing to inform you that Mr. Steven Abernethy has filed a Mediation Request with SquareTrade, a dispute resolution provider, about a problem concerning 100 Market St.

SquareTrade is the California Association of Realtors® recommended dispute resolution provider and has handled over 100,000 disputes to date. Over 90% of disputes in which both parties participate are resolved successfully. SquareTrade provides low-cost and highly effective online mediation.

WHY MEDIATE?

- Resolution voluntarily preserves your business relationships
- It is a non-binding process which does not change your legal rights
- You retain control over the outcome
- SquareTrade's mediation process is quick, easy to schedule and has a high degree of success.

Mediation is a voluntary process and you are, of course, free to consult with your managing broker, or attorney, and discuss whether or not you want to participate.

[Click here to learn more about SquareTrade](#)

FIG. 39

Response to Mediation Request - Page 2 of 2 - Your view of the issue

Need help filing this form? Call SquareTrade at 1-800-686-6007

Describe your view of the issues:

Describe your view of the issues:

(Please note - this box is limited to 1,000 characters - you will be able to provide more details to your Mediator when mediation begins)

815 Characters remaining

Please provide your CONFIDENTIAL settlement position for the Mediator.

This information WILL NOT be shared with the other party unless you specifically state otherwise.

(Please note - this box is limited to 1,000 characters - you will be able to provide more details to your Mediator when mediation begins)

920 Characters remaining

The other Realtor in this case is mistaken. My brother-in-law, Terrence Hasslet, referred the client to me prior to our meeting. Terrence can be reached to clarify this at 415-998-8989.

I am willing however to negotiate a reasonable settlement to get this over with.

Submit

FIG. 40

Policy - Feedback Removal - Microsoft Internet Explorer

Search help

Help Center Back Forward

Topics > eBay Policies > Feedback > Feedback Removal

Feedback Removal

As a responsible eBay user, please use caution and good judgment when leaving feedback for another user. Your feedback is published to the entire eBay community. You cannot later go back and edit your remarks. **Your feedback is a permanent part of that user's record.**

You should use good judgment for another reason. If a court finds that your remarks constitute libel or defamation, **you could be held legally responsible for damages to the user's reputation.**

Under federal law (the Communications Decency Act), eBay is not legally responsible for the remarks that users post on its site, even if those remarks are defamatory. eBay provides its feedback forum and its boards as places where users can express their opinions. eBay will not censor these opinions, or investigate the remarks for accuracy.

For more information on laws limiting the liability of companies like eBay from written remarks by third parties posted on its site, please visit these Web sites:

- [Legal Information Institute](#)
- [Findlaw.com](#)

However, to ensure that feedback and community boards are used for their proper purposes and not abused, eBay has some basic rules that must be followed. eBay will remove feedback in a few limited situations.

Circumstances where eBay will consider removing feedback

- eBay is provided with a **ruling or settlement agreement** from an eBay-approved **certified dispute resolution service**. Such a ruling may be issued if the feedback recipient initiated a dispute resolution process and the member who left the feedback did not respond to the request for mediation.
- eBay is provided with a **valid court order** finding that the disputed feedback is slanderous, libelous, defamatory or otherwise illegal, or with a settlement agreement resolving such a lawsuit submitted by both attorneys and signed by both parties.
- The feedback, on its face, **has absolutely no connection with eBay**, such as feedback related to commercial transactions that were not

FIG. 41

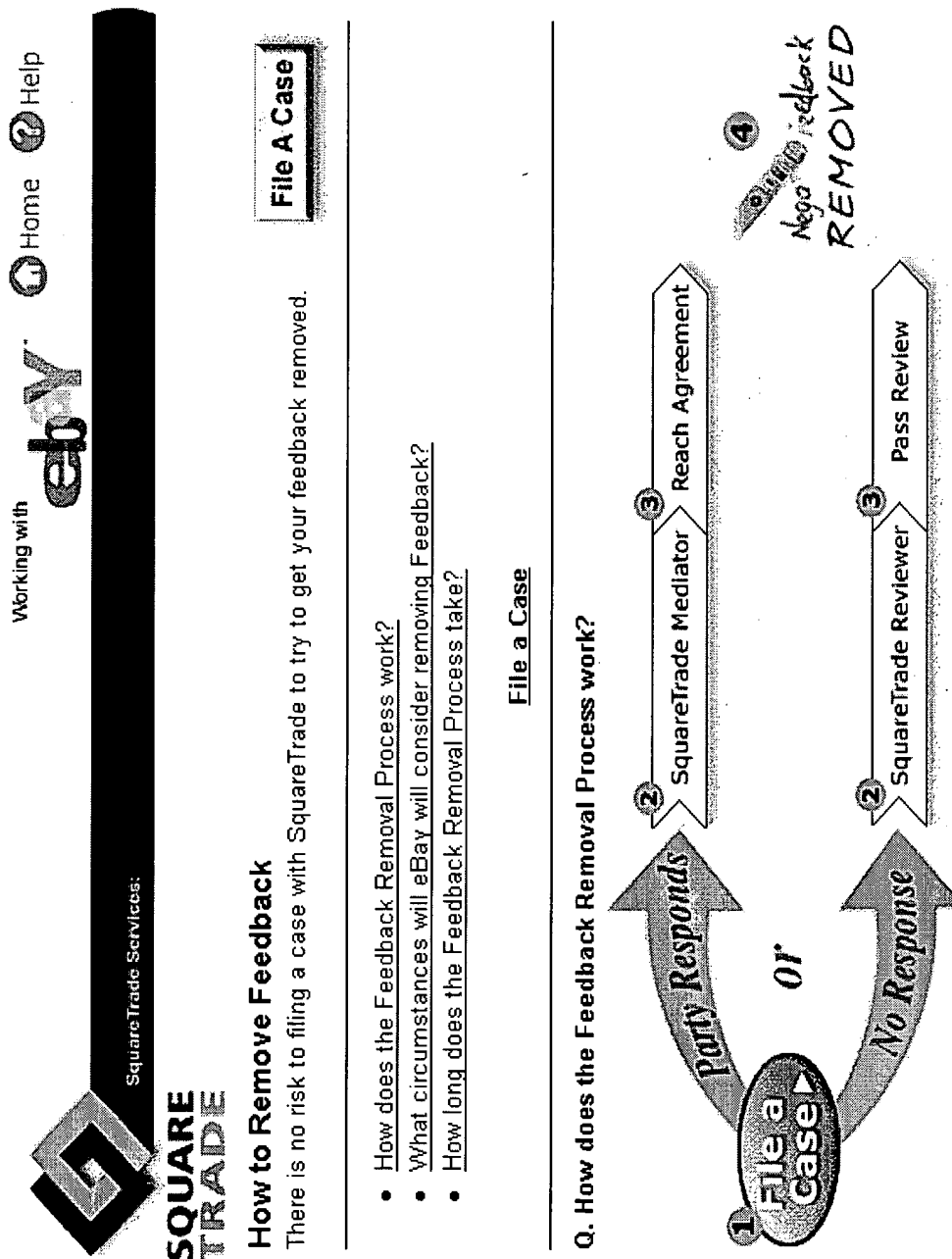


FIG. 42

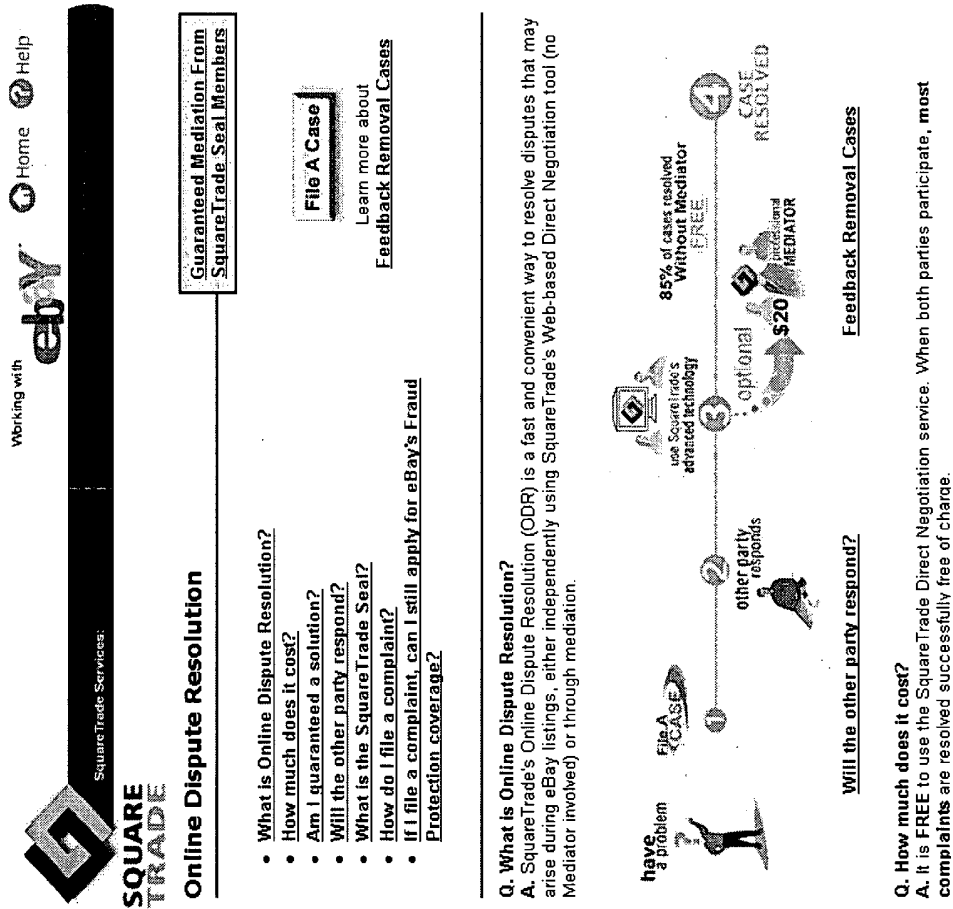


FIG. 43



Dear squaretrademae,

You received one or more Negative Feedback

SquareTrade can help you get Negative Feedback Removed - It's simple and quick

As per eBay's policy, feedback can be removed if you file a case with SquareTrade and:

1. The other party does not respond to the case within 14 days **OR**
2. When a SquareTrade Mediator reviews your case and you and the other party agree to remove the feedback.

There is a low, risk-free \$20 fee. You will **only** be charged if the other party agrees to participate in mediation **OR** if feedback can be removed because the other party chooses not to participate.

How to Proceed with Feedback Removal: Click on the item number you would like feedback removed.

ITEM #	EBAY ID	COMMENT	DATE POSTED
2923003039	billsgalore	No email or nothing... Shame on you...	2003-04-26 18:27:32.0

Make sure you understand eBay's feedback removal policy.

Special Offer - 10% Discount Off ALL Negative Feedback Removal Cases. Sign up for Preferred Seal membership today to receive an automatic 10% discount off ALL feedback removal cases.

[Sign up today to get 10% discount!](#)


Sincerely,

SquareTrade Member Services
Feedback Notification Service
memberservices@squaretrade.com

FIG. 44

Step 2: Tell Us About the Problem	
Type of problem:	
* (check all that apply)	
Feedback Related	
<input type="checkbox"/>	Negative or neutral feedback was posted about me.
<input type="checkbox"/>	Negative feedback being threatened.
<input type="checkbox"/>	I posted negative or neutral feedback by mistake.
Merchandise Related	
<input type="checkbox"/>	Payment sent but merchandise not received.
<input type="checkbox"/>	Damaged merchandise.
<input type="checkbox"/>	Incomplete merchandise.
<input type="checkbox"/>	Received merchandise late.
<input type="checkbox"/>	Merchandise different than described.
Payment Related	
<input type="checkbox"/>	Returned the merchandise but no refund received.
<input type="checkbox"/>	Shipping cost discrepancy.
Other Issues	
<input type="checkbox"/>	Bid shilling.
<input type="checkbox"/>	No response to my messages.
<input type="checkbox"/>	Highest bid not being honored.
<input type="checkbox"/>	Other. Please enter additional details.
<div><div></div><div>(This box is limited to 1,000 characters--you will have more opportunity later to provide more details to the other party or a Mediator.)</div></div>	
Provide any further details about the problem:	
Further Details: <div><div></div><div>(This box is limited to 1,000 characters--you will have more opportunity later to provide more details to the other party or a Mediator.)</div><div>0 Characters remaining.</div></div>	
<div>Submit</div>	

FIG. 45



Seller Guarantee

verified by SquareTrade

- › Seller guarantees the vehicle condition is as described
- › Seller agrees to work with you to ensure your satisfaction
- › Seller Guarantee provides you with higher levels of protection

[Learn more about Seller Guarantee](#)


<p>Motor Verified Seller</p> <p>CA License - D180753 Click here for more information</p>	<div>  <p>eBay User ID: ebay_ID</p> <p>Current Date</p> </div> <p>SquareTrade Certified Seal Member Safe, Honest and Guaranteed. Click here.</p>
--	--

FIG. 46



SafeHarbor

See how to use eBay's services to ensure an even safer trading experience.

- G directly to SafeHarbor
- Fraud Protection
- Escrow services
- Authentication
- Investigations
- Dispute Resolution

Safe Trading

ID Verify

Escrow

Dispute Resolution

SquareTrade Seal



The SquareTrade Seal

Let buyers know your high selling standards. Get the Seal - seen by buyers 12 million times a month. Free one-month trial - see if you qualify.

You are responsible for your own words.

Your comments will be attributed with your name and the date. eBay cannot take responsibility for the comments you post here, and you should be careful about making comments that could be libelous or slanderous. To be safe, make only factual, emotionless comments. Contact your attorney if you have any doubts. **You will not be able to retract or edit Feedback you left.** eBay does not remove Feedback unless there is an exceptional circumstance. Think before you leave Feedback.

Please try to resolve any disputes with the other party before publicly declaring a complaint.

Buyers and sellers can use SquareTrade, an independent service that provides a neutral place to work out disputes online efficiently and effectively.

FIG. 47

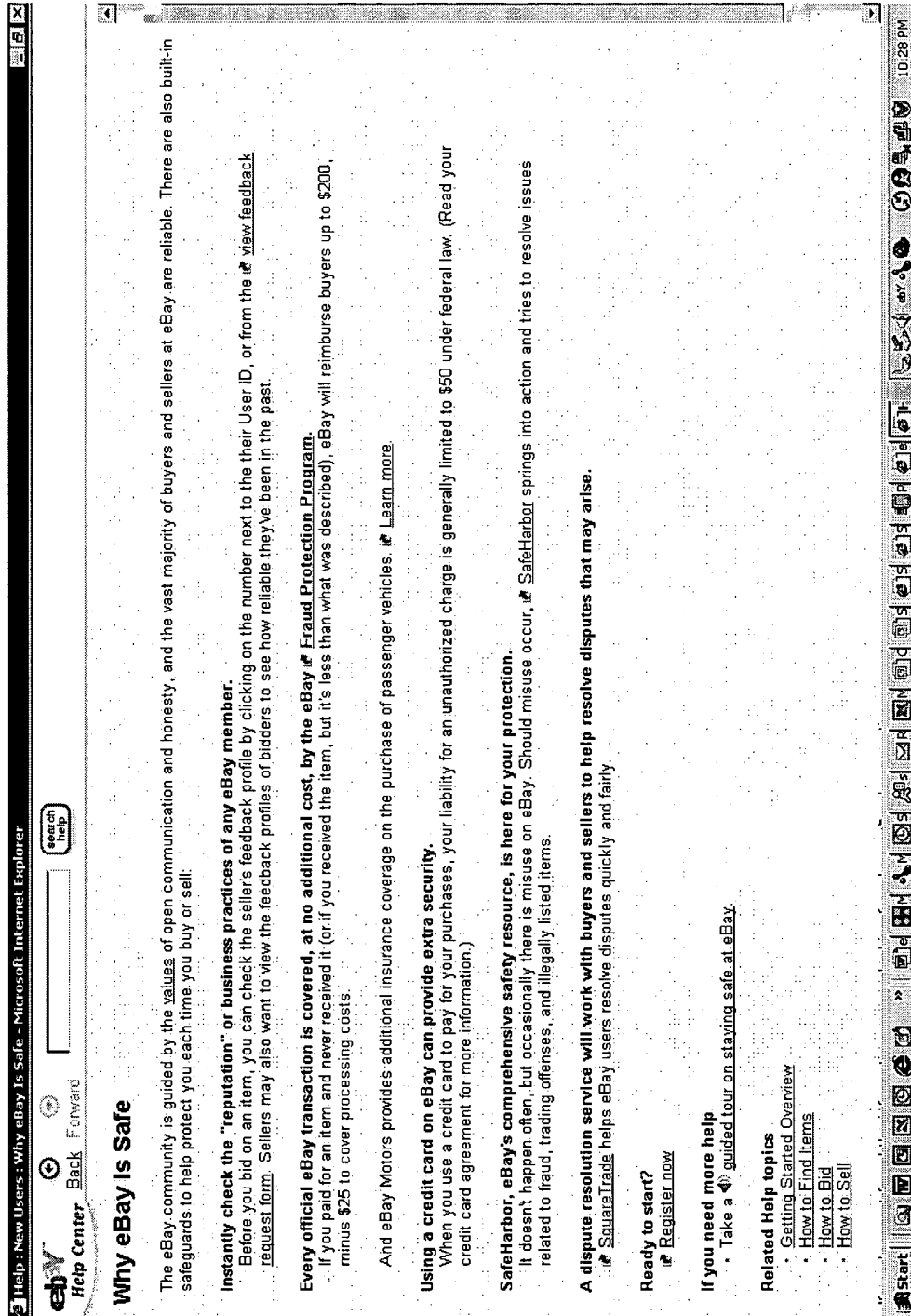


FIG. 48



Buy and Sell with Confidence

eBay is committed to making your trading experience safe, enjoyable and easy. Whether you're a buyer or a seller, you're assured of being able to make informed decisions with confidence and trust. This page outlines how you can make sensible trading choices through eBay's feedback system, trust and safety assurances and openly available information and tools.

Your reputation — eBay Feedback ★

In the spirit of providing openly-available information, eBay members can leave feedback about their buyers or sellers by commenting on a transaction. This feedback is posted on your feedback scorecard. Your feedback profile is a key indicator of your eBay reputation. Learn more about eBay feedback and how you can enhance your reputation by earning feedback ratings and stars.

Knowing your item ⓘ

Knowing more about an item you're thinking of buying instills you with confidence that you're making the right choice:

- Read the item description thoroughly.
- Ask the seller specific questions if the description is unclear.

Many listings also include a picture that helps you in making a buying decision.

Knowing your payment options ⓘ

Sellers offer a variety of payment methods that offer a range of ease and protection. Selecting a seller that offers a payment method that you are comfortable with using adds to your peace of mind. If you would like additional safety in the transaction, ask your seller to use escrow for the payment. This ensures that a third party holds your money until you receive the item.

Most credit card issuers provide 100% consumer protection in instances of online fraud or misrepresentation. In addition, PayPal offer additional protections for eBay purchases.


What to do if something goes wrong ⓘ

It is rare that something goes wrong with a transaction, but if it does there are several avenues of recourse.

- Contacting your trading partner usually always resolves the matter - most buyers and sellers are honest and reliable, and often times it is a simple misunderstanding or lack of communication.
- If resolution can't be found, help from a third party mediator found through [SquareTrade](#), our dispute resolution partner might be the answer.

Remember too that your credit card issuer, shipping insurance and eBay's [Fraud Protection Program](#) can help you recover funds lost in a


FIG. 49


SquareTrade
 Verified Seal Member Profile
 4/14/03 8:52 PM

[About SquareTrade](#)
[Membership Benefits](#)
[Apply Now](#)

[Join SquareTrade](#)
 30 day free trial

[Seller Profile](#)
[Contact Seller](#)
[Seller Policies](#)


SquareTrade eBay ID - iqman17 : SquareTrade Member since 08-17-2002

iqman17 is a SquareTrade Seal Member in good standing!

- Identity and/or Contact Information Verified.
- Continues to meet strict Seal Membership Criteria.
- Committed to participate in Dispute Resolution and Mediation.

iqman17 is backed by up to \$450 in Buyer Protection!

- Backed by eBay's protection policy for \$200.
- Backed with SquareTrade's Buyer Protection Policy up to \$250.

[Learn how these programs work](#)

iqman17's Selling Policies

Shipping Policies	Click here to view
Payment Methods	Click here to view

Please read all available policies before a transaction.

If you have any questions or concerns about these policies please contact the seller directly.

FIG. 50

SQUARE TRADE

Verified Seal Member Profile

6/17/03 12:07 PM

[Seller Profile](#)

[Contact Seller](#)

[Seller Policies](#)

About SquareTrade

Membership Benefits

Apply Now

qBantiques

Jamal alrefate

25 Lebanon St. Floor 1, Flat2

2

Cairo, Almoandeseen 12411

EG

+202-3028373

eBay ID: qBantiques is committed to providing customers a high level of customer service. You can use this form to contact eBay ID: qBantiques with questions or problems or you can use the SquareTrade Dispute Resolution Service below.

Your Name:

Your Email Address:

Your User ID:

Where did the transaction occur:

Merchandise Item Number:

Date of Transaction:

Merchandise Description:

Describe your question or concern:

Contact Me

SquareTrade's Dispute Resolution Service

If you are unable to resolve the issue directly with eBay ID: qBantiques, you can file a case using SquareTrade's Online Dispute Resolution (ODR) Service. As a verified SquareTrade Seal Member, eBay ID: qBantiques is committed to participating in mediation through SquareTrade's ODR Service.

SquareTrade is eBay's preferred dispute resolution provider.

SQUARE TRADE

Current Date

eBay User ID: ebay_ID

SquareTrade Verified Seller

Click to Learn More

FIG. 51



Dear squaretrademae,

You received one or more Negative Feedback

SquareTrade can help you get Negative Feedback Removed - It's simple and quick

As per eBay's policy, feedback can be removed if you file a case with SquareTrade and:

1. The other party does not respond to the case within 14 days **OR**
2. When a SquareTrade Mediator reviews your case and you and the other party agree to remove the feedback.

There is a low, risk-free \$20 fee. You will **only** be charged if the other party agrees to participate in mediation **OR** if feedback can be removed because the other party chooses not to participate.

How to Proceed with Feedback Removal: Click on the item number you would like feedback removed.

ITEM #	EBAY ID	COMMENT	DATE POSTED
2923003039	billsgalore	No email or nothing... Shame on you...	2003-04-26 18:27:32.0

Make sure you understand eBay's feedback removal policy.

Special Offer - 10% Discount Off ALL Negative Feedback Removal Cases. Sign up for Preferred Seal membership today to receive an automatic 10% discount off ALL feedback removal cases.

[Sign up today to get 10% discount!](#)

Sincerely,

SquareTrade Member Services
Feedback Notification Service
memberservices@squaretrade.com

FIG. 52

****AUTOMATIC NOTIFICATION: DO NOT REPLY TO THIS EMAIL****

eBay Item Number: 100100100
SquareTrade Case ID: 953482063

Hello Mr. Miles,

We are still trying to contact the seller about this case.

- We will continue our attempts at getting the other party to respond. We will notify you if we hear from them.
- If you have resolved the problem, please close the case.

What happens if the other party doesn't respond?

We will continue to notify the other party about your case. The other party will have 14 days to respond.

If the other party has not responded by then, the credit card that you provided during filing will be charged and SquareTrade will review your case for feedback removal under eBay's nonresponse feedback removal policy.

Please note that this service is only available for feedback comments which were left less than 90 days prior to your filing this case.

How do I add more information about the case?

After the other party responds you will be able to add more information to your case record. We cannot process any additional information until then.

What happens if the other party is a SquareTrade Seal Member?

If you do not receive a response from the Seal Member within the next few days, our Compliance Department will review the case to determine if further action is needed.

FIG. 53

****AUTOMATIC NOTIFICATION: DO NOT REPLY TO THIS EMAIL****

eBay Item Number: 100100100
SquareTrade Case ID: 953482063

Hello Mr. Miles,

We have not yet heard a response from cherryisco. **As per eBay's feedback removal policy, your negative feedback on eBay is NOW eligible to be removed.**

Your case is now being assigned to a Dispute Resolution Specialist. Feedback removal can **ONLY** be done if the Dispute Resolution Specialist has ensured that all of eBay's requirements are met. You are charged a \$20 review fee but your payment will be refunded if your feedback cannot be removed for any reason.

Requirements for eBay feedback removal:

- The feedback was left less than 90 days prior to your case filing;
- There was no technical difficulty sending notices to the respondent and you provided the correct email address for the respondent;
- You used the same transaction # as recorded in the feedback record (you must file a separate case for each transaction involving the same respondent);
- SquareTrade does not receive any response from the other party, either by email or online, before the feedback is removed; and
- You request that SquareTrade review of your feedback removal for a fee of \$20 (eBay subsidizes the cost of this service; SquareTrade will refund the fee if your feedback cannot be removed).

Sincerely,

SquareTrade Customer Support

FIG. 54

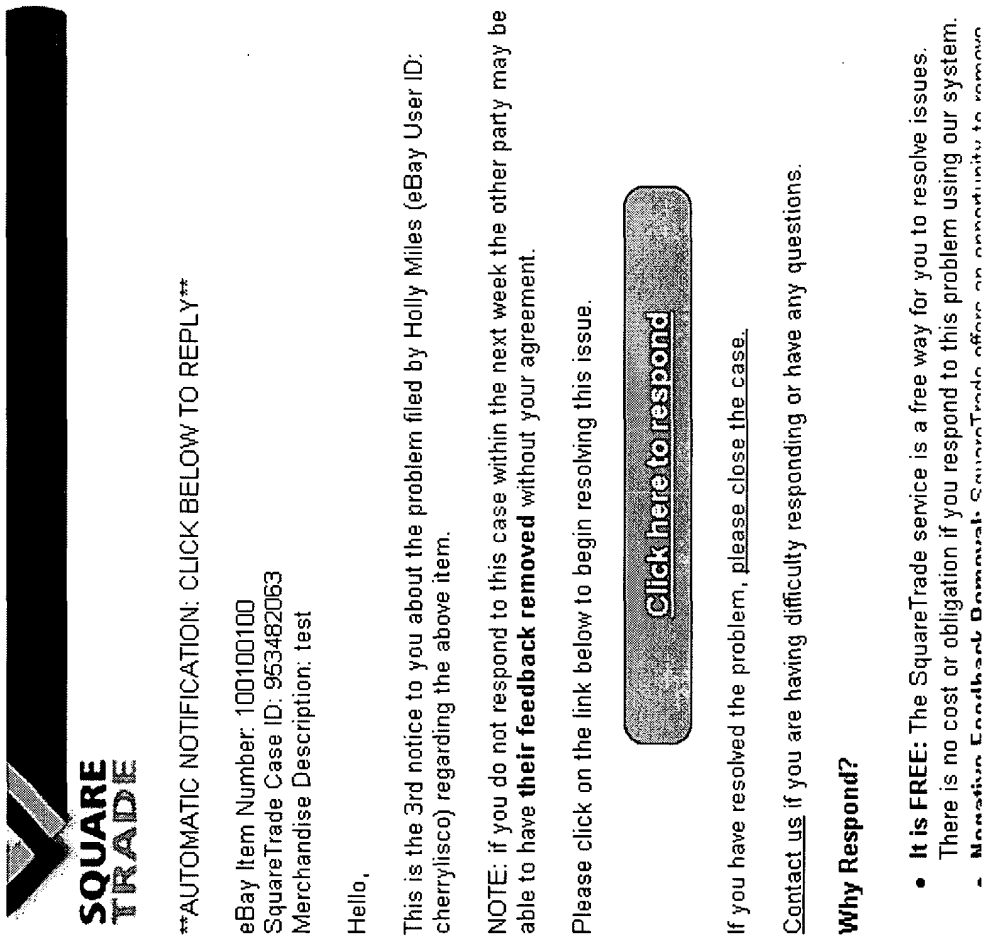
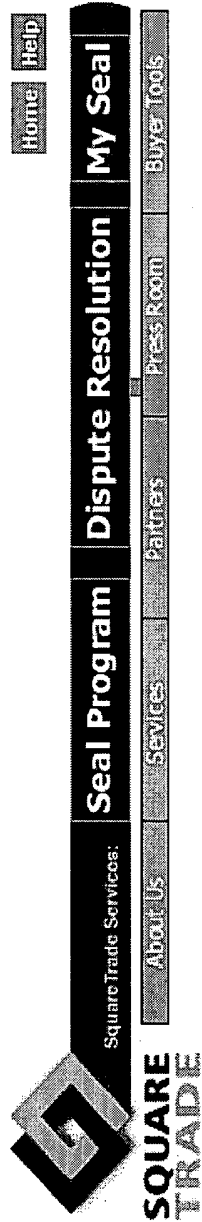


FIG. 55



Help - Dispute Resolution

Categories
Top Ten FAQs
Case Filing
Case Responding
Direct Negotiation
Mediation
Technical Issues
Case Closing
Arbitration

The Top Ten Most Frequently Asked Questions

1. [What is Online Dispute Resolution?](#)
2. [What is Direct Negotiation?](#)
3. [What is Mediation?](#)
4. [How is Feedback Removed?](#)
5. [What happens if the other party chooses not to participate?](#)
6. [Is SquareTrade an independent operation?](#)
7. [How do I file a case?](#)
8. [How do I respond to a case?](#)
9. [How long does ODR take?](#)
10. [How much will it cost?](#)

FIG. 56

Step 4 - Agree to Mediation:

The other party has paid for a mediator to help resolve the dispute.

We strongly recommend you participate in mediation.

Mediation is:

- Absolutely free to you!
- Highly effective in settling the dispute
- Does not obligate you to settle in any way.

What Mediation Is - What Mediation Is Not

- ☒ **Yes, I agree to mediate** the case and engage in discussions with the other party with the help of a mediator.
- ☐ **No, I will not participate in mediation** even though there is no cost or obligation on me to resolve the problem in any particular way.

If you decline to mediate the case, your case will move into Direct Negotiation, whereby you and the other party can communicate directly to try to settle the problem without the assistance of a mediator.

Step 5 - Complete your contact details:

* required, but all information is helpful and is protected by our Privacy Policy

FIG. 57



[SquareTrade Network Home](#) | [SquareTrade Home](#)

[send e-mail announcements to STN](#) | [change password](#) | [reporting](#) | [logout](#)
[close/re-open/delete case](#) | [change user's email address](#) | [change case data](#)
[Super User Utility](#)

SquareTrade mediator Detail for Cara Cherry

[mediator status](#)
[mediator feedback received](#)
[case history](#)
[answers from phase 1](#)
[comments on phase 3](#)
[profile](#)

Set SquareTrade mediator status (currently "active"):

- ☐ issue a password to this SquareTrade mediator
(allows training and simulation)
- ☐ activate/approve this SquareTrade mediator
- ☐ deactivate/disapprove this SquareTrade mediator

SquareTrade mediator will be notified immediately of your decision via e-mail

SquareTrade mediator feedback received:

Ready to Simulate? ☐ none
 Simulations Completed: ☐
 Training Approved? ☐
 All Vetting Forms Received? ☐
 FCRA Forms Received? ☐
 Social security references checked? ☐ Not Submitted
 Professional references checked? ☐ Not checked
 Contract received? ☐
 W8/W9 Forms Received? ☐

FIG. 58



eBay ODR Internal Administration

Mediator Group List Management

Feedback Mediation Group SIMPLE
Feedback Mediation Group COMPLEX

remove this group
remove this group
add a new group

Return to start of ODR Admin

All contents ©1999-2000 by SquareTrade

FIG. 59



eBay ODR Internal Administration

Mediation Assignment Queue

[Get Current Information From Database](#)

[Show All](#) [1 - 20] [21 - 40]

[Filter Seal Members](#)

DISPLAYING: 1 to 20

Mediation Request Date	Case ID	Is Filer SealMember?	Is Respondent SealMember?	Assign To:	Delete From Queue
May 08, 2003	351434063	no	no	<input type="button" value="Do Not Assign"/> (Name current cases/desired cases)	<input type="button" value="DELETE"/>
May 08, 2003	053424063	no	no	<input type="button" value="Do Not Assign"/> (Name current cases/desired cases)	<input type="button" value="DELETE"/>
May 08, 2003	217124063	yes	no	<input type="button" value="Do Not Assign"/> (Name current cases/desired cases)	<input type="button" value="DELETE"/>
May 08,				<input type="button" value="Do Not Assign"/>	

FIG. 60

Current active cases for SquareTrade mediator Cara Lisco.									
Default Sort					Sort By Next Action Date				
Sort By Last Action Date									
Current active cases WITHOUT resolution posted:									
case #	started	last action date	next action date	stage	complainant	respondent			
827681963	2003-02-21 07:18:27	2003-04-25 11:23:28	2003-06-16 00:00:00	conciliation	Example@example.com	Example@example.com			
2067357042	2000-06-20 00:56:58		set date	conciliation	Example@example.com	Example@example.com			
Current active cases WITH resolution posted:									
case #	resolution date	last action date	next action date	stage	complainant	respondent			
899183063	2003-05-01 15:36:33	2003-05-01 15:36:10	set date	conciliation	Example@example.com	Example@example.com			
81791963	2003-04-23 15:39:23	2003-04-23 15:40:47	set date	conciliation	Example@example.com	Example@example.com			
Past closed cases:									
case number	started on	last action date	next action date	stage	complainant	respondent			
1346965305	2003-05-06	N/A	N/A	closed	steve@squaretrade.com	steve@transecure.com			

FIG. 61



FIG. 62



New! - Selling Policies For Your Listings!



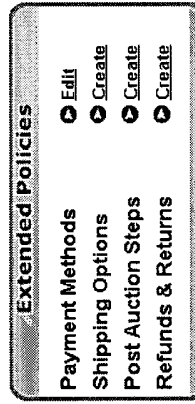
One of the easiest ways to build trust is to clearly specify your Selling Policies. SquareTrade has created a simple tool to guide you through the policies that buyers care about. [Sample Listing Policies](#)

DEFINE YOUR POLICIES

It's easy, quick and effective!

- Your policies will be defined - and in line with best practices
- Buyers can immediately see your policies on all your listings and on your website.

Develop Your Selling Policies in Depth



You may also define more extensive policies that are displayed on your Member Profile Page.

- Buyers will be able to review them after clicking on your Seal.
- Post your Seal on all your listings. This will make your policies available to Buyers.

[Sample Profile Page](#) | [Sample Policy Page](#)

Frequently Asked Questions

- 1. I already define my policies. Why should I use this tool?
- 2. What policies does this tool help me define?

FIG. 63

Address: <https://www.squaretrade.com/>

Display Your Selling Policies

Define Your Policies

Review Your Listing Policies: We have taken the policies you have already defined with SquareTrade and automatically generated the following policies to be displayed on your eBay listings.

Preview: To see exactly what the policies will look like on your eBay listings.

Edit Your Listings Policies: Use the form below to edit your policies using either Plain Text or HTML. Once you define your policies, click "Submit" and they will automatically post to your eBay listings.

Plain Text: Make any changes to your policies using plain text.

HTML: If you would like to use HTML, eBay has published a simple HTML help guide. (Please note: return strokes are interpreted as line breaks, so you do NOT have to put in the code
)

Further Assistance: If you want assistance defining your policies, [click here](#). This tool will guide you through the 15 specific policies that buyers most care about. **Please Note** - Any text you may have written in the form below will be overwritten if you choose to use this tool.

PAYMENTS

List all the Payment Methods that you accept.

- Do you offer PayPal, Credit Card, Money Order, and/or Personal Check?
- Which payment method do you prefer?
- Do you have any restrictions regarding payment?

0 characters left

PREVIEW

METHODS ACCEPTED: PayPal (Preferred)

FEES

Inform the buyer of any State Taxes or Handling Fees applied.

- Do you charge any State Taxes? If State Taxes are charged clearly di and the percentage charged for each State.
- Do you charge any handling fees in addition to shipping charges?


https://www.squaretrade.com/mem/jsp/policy_summary_preview.jsp?paymentSummary=METHODS A...

Summary of My Selling Policies

Payment	METHODS ACCEPTED: PayPal (Preferred)
BID WITH CONFIDENCE	
Read my policies on my SquareTrade Seal	

Close window

FIG. 64



**SQUARE
TRADE**

[Home](#)
[Help](#)
[Log Out](#)

[Seal Program](#)
[Dispute Resolution](#)
[My Seal](#)

[Posting Overview](#)
[Disputes Overview](#)
[Services Overview](#)
[Account Services](#)
[Learn More](#)

Address: <https://www.squaretrade.com/>

File Edit View Favorites

Welcome Steve Abernethy! (that's not me)

Define your Selling Policy - Shipping Options

Instructions

1. Define all your shipping policies and the shipping options you offer.
2. For each shipping option, define the following:
 - whether you accept it,
 - the cost,
 - the insurance options,
 - the tracking options,
 - the average time for delivery and where that option is available
 - any other comments
3. Read helpful details by clicking on Hints or the Shipping Options.
4. If you define an option as **Not Applicable**, it will **NOT** be shown on your policies page.
5. Questions? Contact us by Live Chat or call us at 1-800-686-6007.

What Buyers look for in your Shipping Policies:

1. **Full Disclosure:** Buyers are mostly fine with your shipping policies as long as they are clear and there are no surprises.
2. **Fairness:** If your shipping charges are substantially higher than the true shipping rates, explain why.
3. **No Surprises:** Showing a few examples of what sample items will cost will help buyers feel more comfortable.

Shipping Policies

Please fill out this form completely

Select

FIG. 65

Address: <https://www.squaretrade.com/mem/jsp>

Please fill out this form completely

Seal Member Profile - Microsoft Internet Explorer

Who Pays for Shipping

Normally, it is the buyer who pays for shipping. However, some sellers may decide to pay for the shipping costs themselves. Be specific about who needs to pay for shipping.

[Close window](#)

Shipping Policies

Please fill out this form completely

Shipping costs paid by?

Where will goods be shipped?

Any State Taxes?

Any customs / tariffs for international Shipments?

Any handling fees in addition to shipping?

Is gift wrapping available?

Shipping Options

Please fill out this form completely

Options:

USPS Ground:

Cost:

Insurance:

Tracking:

Where Available:

Average Time:

Other Comments:

USPS Priority:

USPS Priority:

FIG. 66

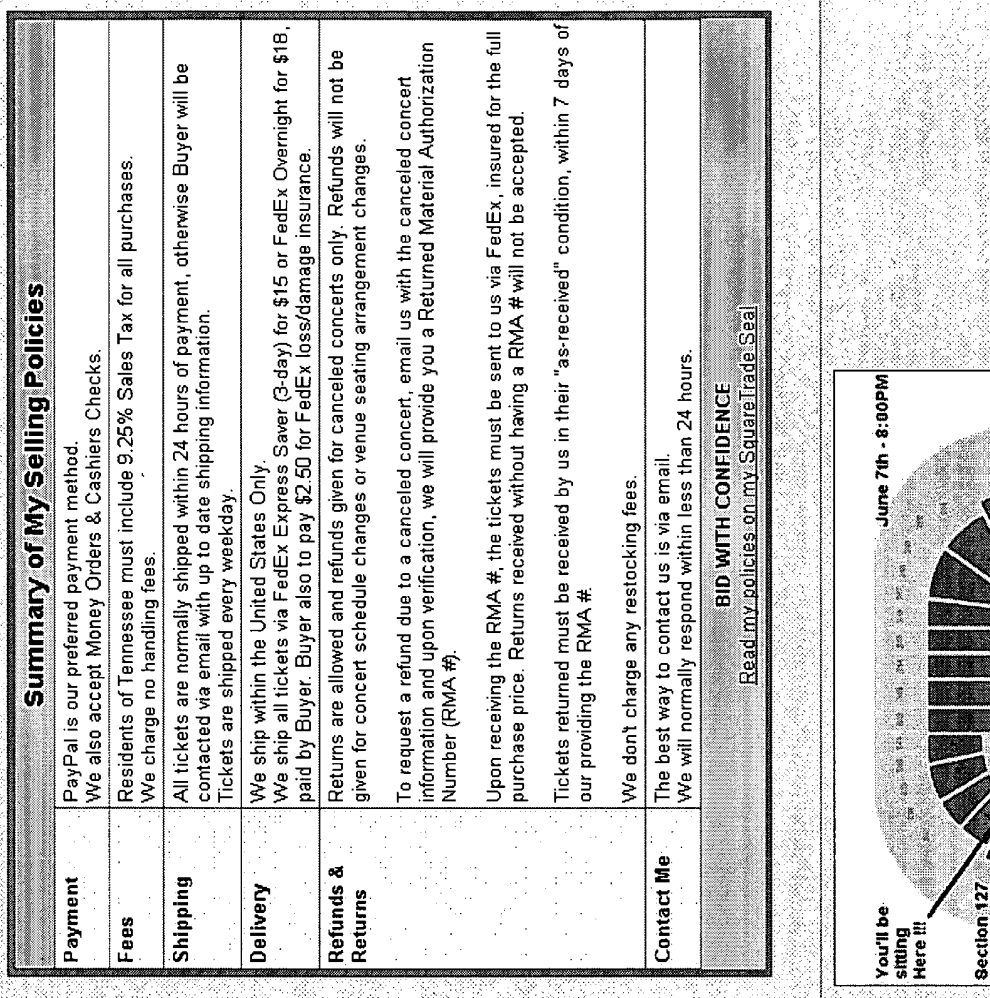



FIG. 67

**SQUARE
TRADE**


Verified Seal Member Profile

4/17/03 10:55 AM


Join SquareTrade
30 day free trial

[About SquareTrade](#)
[Membership Benefits](#)
[Apply Now](#)


[Seller Profile](#)
[Contact Seller](#)
[Seller Policies](#)

**SQUARE
TRADE**


eBay ID - housespecialties : SquareTrade Member since 01-25-2003




Identity and/or Contact Information Verified.




Continues to meet strict Seal Membership Criteria.



Committed to participate in Dispute Resolution and Mediation.



Backed by eBay's protection policy for \$200.



Backed with SquareTrade's Buyer Protection Policy up to \$250.

Learn how these programs work

housespecialties is a SquareTrade Seal Member in good standing!

housespecialties is backed by up to \$450 in Buyer Protection!

housespecialties is backed by up to \$250 in Buyer Protection!

housespecialties's Selling Policies

Customer Service / Refunds & Returns

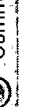
Shipping Policies

Payment Methods

Post Auction Policies


Please read all available policies before a transaction.

If you have any questions or concerns about these policies please contact the seller directly.

**SQUARE
TRADE**

Selling Policies - Customer Service & Refunds

Close this window

**SQUARE
TRADE**

eBay ID - housespecialties

Customer Service

1. As a Seal Member, housespecialties has committed to participate in dispute resolution and is backed by up to \$250 in buyer protection.

2. Please read through the seller's customer service, refund & returns policies very carefully.

3. If you have any questions, please contact the seller directly.

Customer Service Policies

Average length of time to respond to an email

Less than 24 hours

Best way to contact me

Email

Days of the week not available

Weekends / Holidays

back to top

Refund Policies

Under what circumstances are refunds given?

Only if Different From Description

FIG. 68

Subject: FW: eBay Item #4500142770, Thank you for your purchase

Hello,

Congratulations on winning eBay Item Number 4500142770.

As the seller, I would like to take a moment to personally thank you for your purchase. I know that you have many choices on eBay and I appreciate your business.

I would like to assure you that your transaction will proceed smoothly. Let me highlight some key pieces of information:

1. Read my selling policies by clicking [here](#).
2. If you have any questions or concerns regarding this transaction, please contact me so that we can work it out.
3. On my listing you may have noticed the SquareTrade Seal. I have been awarded the SquareTrade Seal as recognition of my superior track record as a seller.

You can feel confident purchasing from SquareTrade Seal Members:

- Committed to participate in Dispute Resolution and Mediation
- Maintained a strong selling record
- Identity and/or contact information verified by SquareTrade

As a Seal Member, I am committed to a high standard of customer service and resolving issues.

I would greatly appreciate you leaving me positive feedback if the transaction has gone well. If you have any concerns about the transaction, please contact me to work it out, prior to leaving me negative feedback.

I appreciate your purchase and I hope to do business with you again.

Sincerely,

RyanTest Andujar
ebay ID olly_ryan

Check out my other [auctions](#) on eBay.

This email is sent to you by SquareTrade on behalf of olly_ryan. If you do not want to receive this email again from other eBay sellers, please [click here](#).

FIG. 69

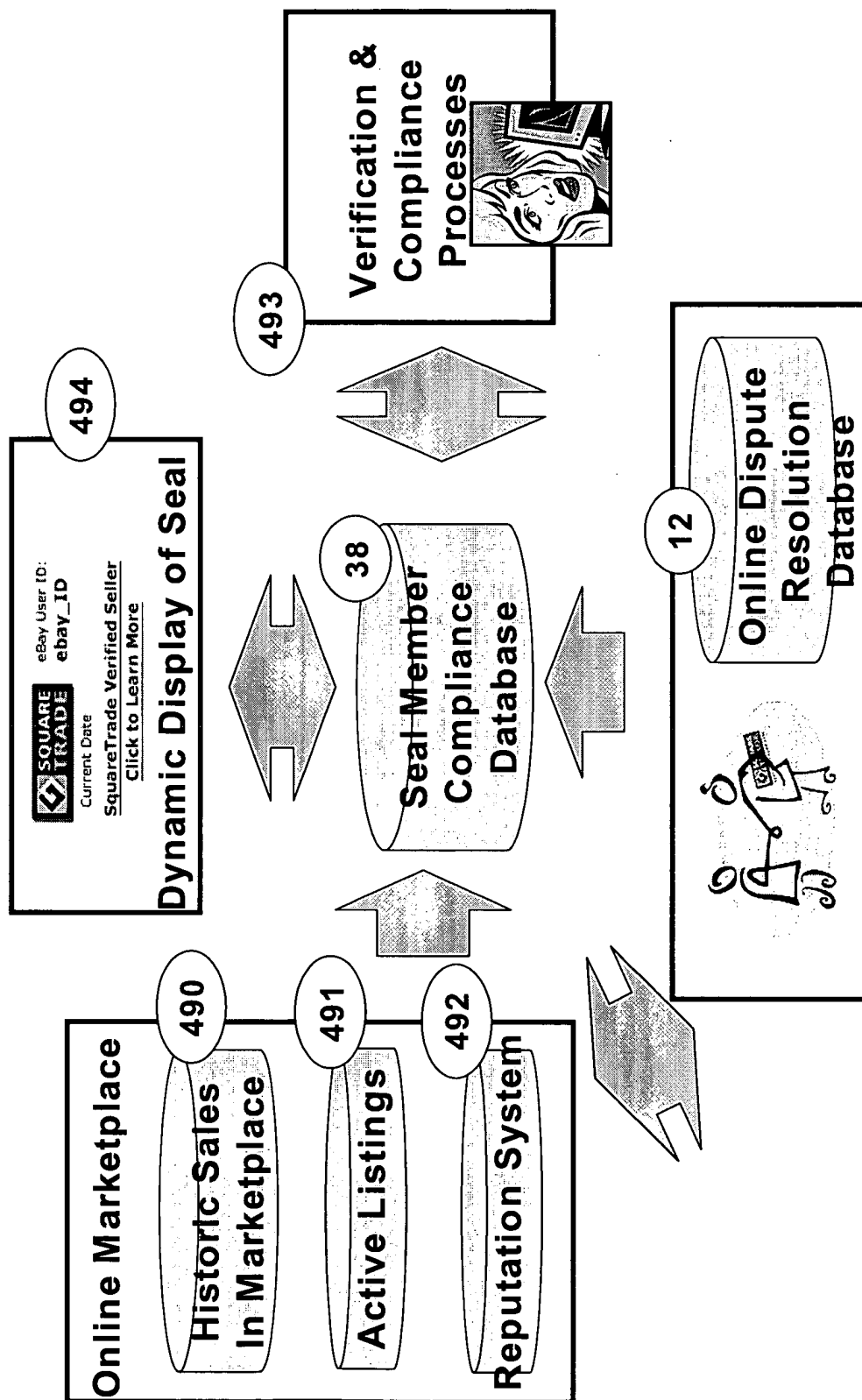


FIG. 70